

**Synergies Committee Meeting #1110  
Friday, June 17, 2011 1:00 PM  
Third Floor Meeting Room, Winchester Hall**

**Agenda**

- I. Introductions
- II. Approval of Minutes
- III. Briefing from Public Information and Housing and Community Development
- IV. Establish Future Topics for Presentation
- V. Closing Discussions/Comments
- VI. Next Meeting
- VII. Comments
- VIII. Adjourn

SYNERGIES COMMITTEE MEETING #1110  
Friday, June 17, 2011, 1:00PM  
Third Floor Meeting Room – Winchester Hall

Assistant County Manager Michael Gastley called to order the Synergies Committee on June 17, 2011 at 1:05PM. Committee member Karen Young was present. Sherry Weakley, Director of Frederick County IIT; Frederick County Citizens Services Director Margaret Nusbaum; Jenny Short of the County Housing Office, Frederick County Public Information Officer Robin Santangelo and Scot Hipkins with the Sheriff's Office were in attendance, as well as, Frederick City Deputy Director of Planning Joe Atkins and Frederick City Public Information Officer Susan Harding. Communication Coordinator Dian Nelson was present from Frederick County Public Schools.

By consensus, the meeting minutes for May 20, 2011, were approved as distributed.

Robin Santangelo reviewed the responsibilities of the County Public Information Officer as established in Frederick County's Administrative Policy and Procedures #08-04, and is Attachment 1 as a part of these minutes.

Susan Harding explained her role as Frederick City's Public Information Officer and explained the cooperative efforts of Frederick County inter-jurisdictional public information representatives meeting every other month to include Ft. Detrick, Frederick Memorial Hospital, FCC, Frederick City and County Governments.

Ms. Santangelo explained the extensive training the interagency PIO's have in emergency coordination, but felt there could be additional synergies realized in enhanced efforts to initiate joint press releases when there is unity of purpose and positions on issues. This would also enhance the facilitation of information dissemination.

Ms. Nelson commented that Channel 18 is used for FCPS-related news and notes and said that press releases are typically more efficient to prepare and more effective at reaching FCPS target audiences when the information is tailored with content the FCPS stakeholders are seeking. To achieve FCPS' public information goals, communications are made as accurate, concise, and pertinent as possible. Messages that the Sheriff's Office, Health Department and the school system would not generally contain identical content.

In response to Alderman Young's inquiry regarding PIO and IIT coordination, the County PIO takes the lead to maintain the functionality and consistency of the County website. Both IT webmasters for Frederick City and FCPS work closely with their PIO's in disseminating information on their respective websites.

Other forms of social media, Facebook and Twitter for example, are necessary for PIO's to access when dispersing information. Scot Hipkins said the Sheriff's Office is now using Facebook for information dissemination.

A consolidated crime map is being explored by County IIT staff for the County and municipalities to improve their access to crime information and due to the high volume of web hits for crime related information. Director Weakley explained IIT's continuing efforts to maintain a user friendly website. She will be submitting IIT's Synergies Update Report in time for the July 8, 2011, with the offer to make an oral presentation of this report to the committee in the future if deemed necessary.

The Public Information Officers will be scheduled to appear before the Synergies Committee at a later date to explain in greater detail the PIO's role in emergency management and communications, as well as, additional possible inter-jurisdictional information-sharing synergies.

Director Nusbaum reviewed the Housing and Community Development services available to Frederick County residents. These services are charted by program, also by responsible agency, and are a part of these minutes as Attachment 2. There are eight areas of synergistic relationships in Frederick County housing services; subsidized housing, homebuyer down payment/settlement assistance, housing rehabilitation, housing development programs, housing counseling, code enforcement, community development, and grant administration to address homelessness.

The County Housing Office coordinates efforts to provide housing related programs to Frederick County citizens, to include municipalities, with federal and state governments' staff, Frederick Community Action Agency, the Religious Coalition, and various other non-profit organizations.

Frederick County Housing staff works with the municipalities to serve the greatest number of citizens with allocated Community Development Block Grant and Housing Choice Voucher Program dollars for qualifying first-time homebuyers or Section 8 assistance. The County Housing Office is currently managing 400 low interest loans.

The County's Moderate Priced Dwelling Units (MPDU) Program is a tool the County Housing Office has to encourage the construction of affordable housing. Staff is reviewing the MPDU Program for user-friendly improvements.

The Frederick Community Action Agency provides certified counseling for Frederick City Section 8 applicants and for Frederick County first-time homebuyer applicants. A synergy enhancement would be greater utilizing this counseling service for County Section 8 applicants.

Housing rehabilitation is another area of Frederick City/County coordination to obtain grants and improve housing for less fortunate citizens. Frederick City and Frederick County have Livability Code inspectors who regularly inspect and assure repairs are completed to Section 8 housing, as well as first-time homebuyer inspections. The inspectors respond to reports of livability code violations.

The Frederick County Affordable Housing Council has an action plan that is coordinated with the County's Comprehensive Plan and the County's Strategic Plan.

Synergies are realized and can be enhanced with the Housing Office's outstanding relationship with non-profits for volunteer assistance such as Habitat for Humanity.

Cooperation is readily realized between the County Housing Office, the municipalities and various agencies to secure the highest level of housing grant funding that might be available for Frederick County.

Alderman Young suggested that a second meeting be scheduled with the Synergies Committee and the Frederick County Housing Office and municipal housing representatives to discuss housing grant application synergies.

The next Synergies Committee meeting will be held on July 8, 2011, at 1PM, in the 3<sup>rd</sup> Floor Meeting Room in Winchester Hall.

There being no further committee business, the meeting was adjourned at 2:35PM.

Respectfully submitted by,

  
Belinda Teague-Levy, Executive Assistance  
Offices of County Commissioner Paul Smith  
and County Commissioner David Gray

W/Attachment 1 – Frederick Co. PIO Policy and Procedures

Attachment 2 – Frederick Co. Housing and Community  
Development Services



## Frederick County Government Administrative Policy and Procedures

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Number: 08-04

- Subject:** Public Information Officer (PIO) Communication  
Policy and Procedures
- Purpose:** The purpose and mission of the PIO is to provide timely, accurate and comprehensive information to the citizens of Frederick County, the media and agencies in the county and to clearly communicate the actions of the Board of County Commissioners (BOCC) in response to citizen concerns and priorities.
- Scope:** The PIO provides a key information connection between the BOCC, County Manager, county divisions, departments and agencies, citizens, civic leaders, the county delegation and business leaders. The PIO serves as the county's central information officer and will coordinate media coverage with all county divisions, departments and agencies, as well as establish strong links with counterparts at local, state and federal agencies in the greater Washington/Baltimore region.
- Authority:** Board of County Commissioners  
County Manager  
County Attorney  
Assistant County Manager  
Public Information Officer  
Administrative Officer
- Procedures:** Frederick County is a highly diverse community of more than 220,000 residents. It is the responsibility of the PIO and county divisions, departments and agencies to inform all county residents of the services offered through local government while at the same time explaining the visions and policies of the BOCC. The PIO will establish communication strategies so that timely information will be distributed to the county's citizens, the media and county employees.

## A. Responsibility of Public Information Officer

The responsibility of the PIO is the coordination with the County Manager's Office, all county divisions, departments and agencies on communication strategies to ensure that information about county services and the policies and programs of the BOCC is accurately and consistently communicated to county citizens. The PIO will make the best use of all forms of technology -- including news organizations, cable television, the Internet, advertising strategies and community services programs -- to communicate and distribute information.

### The Public Information Officer:

1. Will build positive and productive relationships with the media, divisions, departments, officials, county delegation members and citizens to increase the number of informative news stories, showcase county achievements and assist the BOCC and County Manager to consistently communicate with constituents about county services and programs.
2. Will ensure that fair and accurate information is communicated and provided to the media and the public in a timely and professional manner.
3. Will produce and/or schedule media advisories and press releases, briefings and letters to the editor, press interviews for the BOCC and county officials, photo opportunities, and cable television and radio shows and work with the Interagency Information Technologies Division to improve the content of the county's website.
4. Will coordinate public relations and community services campaigns to ensure information of the BOCC policies and county services reaches all the citizens of Frederick County.
5. Will advise the BOCC, County Manager, Assistant County Manager, County Attorney and the Administrative Officer concerning media inquiries that could result in controversial issues or possible negative publicity concerning the county or the administration. The PIO will advise the BOCC, County Manager, Assistant County Manager, division directors and department heads on media issues.
6. Is the county's central information officer and will coordinate with county officials, divisions, departments and agencies responses to the media. Coordination between county divisions, departments and agencies is designed to speed the flow of information to the public and media.
7. Will prepare and distribute press releases, pamphlets, handouts and media strategies.

## B. Division/Department Public Information Coordinator

1. All divisions, departments and agencies of Frederick County Government may designate a Public Information Assistant (PIA) who will serve as the communications representative for their respective agency. The representative may be a staff member or division or department official who is readily available to promptly respond to media inquiries and to facilitate the flow of information to the media through the PIO.
2. The division/department PIA will collect information or identify the proper contact within the division, department or agency who will provide accurate information to the media. Division, department or agency officials will be expected, when it is appropriate, to provide interviews to the media so that accurate and timely information is provided. The PIA will also assist the County Attorney's Office with processing all Maryland Public Information Act (MPIA) requests from the media and forward the requests to the County Attorney's Office for review and approval.
3. The PIA will be responsible for collecting information within his or her division and/or department and submitting information to the county newsletter, when requested.
4. All divisions, departments and agencies are expected to develop media strategies to best explain to citizens the roles and the programs of the divisions. These strategies should be designed to generate informative news stories and showcase division, department or agency achievements and services to all citizens. The PIO will assist divisions, departments and agencies develop media strategies and provide media training, when requested.
5. County divisions, departments and agencies with websites must regularly update their sites with current information about officials, with photographs, phone numbers, addresses and division and/or department information.

## C. Roles of Public Safety and Public Works and Other Divisions/Departments

The Frederick County Sheriff's Office, Fire and Rescue Services Division, Public Works Division, Health Services Division and Emergency Management Division have designated PIOs. These divisions operate through a chain of command that must approve the release of all information to the media.

By the nature of their work, these divisions process many media inquiries each week. They also operate 24 hours per day, seven days per week. The PIOs from each division and department will respond to the scenes of incidents and provide accurate and timely information. Information provided by the division and

department can be provided through press releases and interviews. During emergencies, the general public is entitled to information about the emergency situation and instructions on proper survival or response actions.

Except in the instances outlined below, the PIO must be included in the first line of communication regarding information on an inquiry, the name and phone number of the reporter, a proposed response and recommendation.

Each division shall follow these guidelines:

#### 1. Fire and Rescue Services Division

Approval by the Director/Chief Required:

- Information on breaking news events related to emergencies or non-emergency incidents,
- Information of public education initiatives,
- Requests for current department information and statistics,
- Information on the day-to-day operations of the Fire and Rescue Services Division and its policies.

Approval by County Manager and Coordinated by the PIO:

- Press conferences,
- Release of information on new divisions and department programs or initiatives,
- Requests for information that may be related to a pending civil suit,
- Requests for information that may cast another governmental agency in a bad light,
- Requests for information on incidents involving any division official,
- Requests for information on incidents of national interest,
- MPIA requests are forwarded to the County Attorney's Office.

#### 2. Emergency Management Division

Approval by the Director Required:

- To avoid unnecessary calls to the county's 911 emergency system it is imperative that pertinent information be released before, during and after emergency conditions. During an emergency, pertinent information will be broadcast over radio stations that comprise the Emergency Alert System;
- The Emergency Management Division is authorized to release emergency information to radio stations and to other news agencies to assist the public in preparing and responding for any major emergencies.



### 3. Public Works Division Weather Related Emergency Operations

Approval by Division or Department Director Required:

- Requests for information on roadway conditions, closures and detours,
- Requests for information of the stages of operations on primary and residential streets,
- Press releases concerning parking requirements for residential roadways and snow emergency routes,
- Press release concerning roadway closures and detours.

### 4. All Other Divisions and Departments

- Shall include the PIO in notifications related to emergency incidents and or media requests,
- Shall not discuss personnel matters or pending legal action,
- Shall not discuss any county division reorganization or programs without discussing the matter with the County Manager's Office,
- Shall include the PIO in all media advisories, press releases and event information distributed, especially when the BOCC or other county officials are included.

Approval Required by the County Manager and coordinated by the PIO:

- Request concerning any personnel action or pending lawsuits,
- MPIO requests are to be forwarded to County Attorney's Office,
- Major policy modification by the BOCC or County Manager's Office,
- Any reorganization within the division or new program.

### D. Recorded Public Safety Transmission

The media and the public will sometimes request recorded copies of calls to the county's Department of Emergency Communications. These recordings are sometimes used to help describe an incident as it unfolds. The release of copies of all transmissions must be approved in advance by the County Manager, County Attorney and Assistant County Manager.

All MPIO requests will be processed by the County Attorney's Office. The Director, Emergency Management Division, will coordinate media requests with the PIO and County Attorney prior to final release of transmission.

### E. Cooperation Between County Divisions

While many Frederick County divisions and departments, such as the Sheriff's Office, Fire and Rescue Services Division, Health Services Division, Emergency Management Division, Public Works Division, Frederick County Public Libraries, Transit Services Division and others have experienced and well-established

PIOs, the majority of the divisions, departments and agencies have few resources and little training in media relations. Divisions and departments with established press information offices will assist agencies without media offices when incidents affect both divisions/agencies.

In the event of breaking news, emergencies or natural disasters, public safety departments should follow the procedures of their division directors in releasing information to the media. The PIO will assist in resolving conflicts between divisions on media related matters.

#### F. Media Inquiries and Requests

1. Notification: When a division director and/or agency is faced with media inquiries and requests, the PIO will be notified under the following guidelines:
  - a. The PIO and the division or department head must be notified of media inquiries if the inquiry appears to be controversial or confrontational.
  - b. Notification must be made through the county e-mail system, with the name and telephone number of member of the media, the nature of the inquiry, the information to be provided in the proposed response and a recommendation from a division official, or their designee, of the proposed response. A copy of the e-mail must be sent to the County Manager and Assistant County Manager.
  - c. The PIO will promptly notify the BOCC President and County Manager of any controversial issues.
  - d. The PIO in conjunction with the County Manager, or his/her designee, will decide whether the division or the PIO will respond to the media inquiry. The PIO will recommend the proper response.
  - e. During emergency incidents or matters of public controversy, the County Manager may instruct the PIAs to put together a prepared statement or a press release, which must be approved by the County Manager and PIO prior to release. The prepared statements must be e-mailed to the County Manager, Assistant County Manager and PIO.

The PIO is Robin Santangelo;

E-mail: [rsantangelo@fredco-md.net](mailto:rsantangelo@fredco-md.net)  
Phone: 301-600-2590  
Cell: 240-285-1087  
Home: 301-600-2590

The secondary PIO is Regan Cherney:

E-mail: [rcherney@fredco-md.net](mailto:rcherney@fredco-md.net)  
Phone: 301-600-1049  
Cell: 240-626-1994  
Home: 410-663-3545

## 2. Press Inquiries

The office of public information is currently made up of one employee, so resources may be limited to the priorities on hand as determined by the County Manager. The PIO will be responsible for responding to the bulk of the media inquiries. The PIO will coordinate and assist division directors, when necessary.

- a. The PIO responds directly to media inquiries and will determine through an interview with the member of the media the focus of the story.
- b. The PIO will research a response to the media request and prepare a response to the media. It is the responsibility of the PIO who prepared the information to insure that the response is given in a timely manner. It is also the responsibility of the PIO or assigned employee to provide accurate and comprehensive information.
- c. If a member of the media wishes to conduct an interview with a member of the BOCC or other county officials, the PIO will conduct research on the inquiry and make a recommendation of possible responses. In many cases, the County Manager or other county officials will respond based on their area of expertise or experience.
- d. The PIO who has received a media inquiry that is of a controversial subject or could become controversial should immediately notify the County Manager via e-mail and in person or by telephone. The PIO will also immediately notify the Assistant County Manager and appropriate division director.

## 3. Inquiries at Events

If an employee representing the county, a division or a department is speaking at a public event, no pre-approval is required for making comments to the media for follow-up questions. The employee will report the media inquiry as soon as possible to the appropriate division director for follow-up.

## 4. Notification of Media Inquiries in Brief

- a. When a member of media makes an inquiry about a controversial subject to a division or department, his or her name, organization, telephone number and nature of the call, as well as a list of all questions that could arise, should be documented and the information sent via e-mail to the PIO, with a copy to the appropriate division director, County Manager and Assistant County Manager or agency official.

- b. The PIA of each division should research information on the inquiry and formulate a response to the questions. The PIA must present the proposed response to the division director for approval.

#### G. Proactive Media Strategy Coordination

The PIO will assist all county divisions and departments in developing proactive media strategies that will generate informative news coverage for the county divisions and departments. Proactive strategies:

1. Will build on the county's credibility as being open and available to all citizens. The media strategies will promote how county services are efficiently delivered to all citizens and insure that all people are aware of the benefits from living and working in Frederick County. The topics are limitless and will include new initiatives, modification of programs, information on how citizens are best served and profiles of county employees who serve the county's citizens.
2. Should include service to the public, interests to the surrounding population and be newsworthy. A good photo opportunity will always increase the interest of any media event, so always develop a good backdrop to any media event. The PIO also provides still photographic services, which includes digital cameras for publication on the county's website.
3. Will allow the PIO to work with media representatives and department directors to promote all county departments, agencies and employees. The office will communicate regularly with the division director and media representatives to learn more of the services and visit county offices to learn more about their operations.
4. All county employees should be aware that their ideas are valued and that they are encouraged to make suggestions to the PIO and PIAs about possible story ideas. The PIO will use all forms of media to promote the strategies through the mass media, the Internet and cable television. All county employees may contact the PIO by telephone, e-mail or by mail.

#### H. Press Conferences and Interviews (Refer to Policy #08-05)

1. The PIO will assist in coordinating press conferences and press interviews for county divisions and departments when necessary and requested by the division director, County Manager and/or BOCC, except when initiated by public safety divisions and/or departments. But, the PIO will be available to assist with these media events as well.

2. All county divisions and officials may be called on to address the media through press conferences or interviews. The county's proactive media strategy requires that citizens have accurate and complete information of county services. Officials with direct control of divisions, departments or agencies are always the best source of information of county programs and are the ideal persons to address the media. Division and department experts and field professionals are also a good resource.
3. The PIO will identify, coordinate and provide more comprehensive training of county officials and employees on interviewing techniques either individually or within a group. This training will be coordinated with the assistance of the Human Resources Division.

#### I. News Media Requirements and Deadlines

1. Whereas different news organizations have unique informational needs and deadlines, it is necessary for all county employees who are faced with handling media inquiries to know the requirements of the news organization and should gather information about the scope of inquiry, types of information needed, graphic and photographic requirements and deadlines. The information requested might be for interviews with government officials and information found in public documents.
2. Since reporters are assigned to cover a variety of stories, it may be possible that their encounter with county officials and employees is the first time they have had any contact with a county agency or with the subject they are covering. It is easier to give to a reporter accurate information in the beginning of the interview rather than to correct an error after it is printed.
3. Because of the competitive nature of the business, reporters may not be very up-front about their stories, so it is necessary to build trust – even during the first encounter – so employees must be sure only accurate information is provided. Also, calls should be returned in a prompt and courteous manner. Tell the member of the media when he or she will be provided with the information. If it takes longer to collect the information, always call back and let them know of the delay.
4. County staff that respond to media inquiries should suggest additional story ideas to the reporters.
5. Remember that citizens and officials of Frederick County may eventually see the information that is provided to the media. Provide only factual information and never answer any speculative questions. Only answer the questions, do not offer commentary or opinion and do not respond to repeated hearsay or gossip.

**Remember that all media contact is always on the record. If you do not want to see something in print, don't say it. This includes statements made during meetings when it is thought that the media is not present.**

6. Most of the media members encountered are very professional, but some reporters may become rude and confrontational. Always be courteous and treat them with respect. If the member of the media makes an interview uncomfortable, such as the use of foul language, contact the division or department supervisor. Media requirements are outlined as follows for reference:

- a. Requirements for Newspaper and Magazines

The requirements of print reporters and photographers will differ depending mainly on the deadlines of their publications. Writers of feature stories and long-term projects have longer deadlines, but the nature of their inquiries will be more detailed. The deadlines of print reporters put them at a disadvantage when competing with the broadcast media so they are looking for a fresh news angle or more details for the articles. Despite the difference of their deadlines, all inquiries should be processed in the same manner. Always suggest possible photographs or graphics that will better explain the county's programs.

- b. Requirements for Radio

Radio reporters have deadlines throughout the day and they are mainly looking for a sound bites or pieces of information to regularly update their news broadcasts. They need different types of information since their news segments are normally short. There are very few radio reporters now working in the region so the majority of their interviews are conducted over the telephone. Radio is an important media to get information out quickly to the public, especially in emergencies. But remember that unlike other news organizations, the audiences of radio hear only words, so provide only one or two important points and try to accurately describe the issue or situation.

- c. Requirements for Television

The difference assisting television news reporters is mainly logistical. Since television newscasts require photographic footage, the PIO will have to coordinate interviews that include a reporter or a producer and a photographer. Television cameras may be intimidating and they can be your best or worst friends. Never allow an official to be ambushed

by a television news crew or a reporter when they are unprepared to answer. County officials and PIAs must at all times have suitable business attire in the event of interviews.

#### J. Press Releases

1. Press releases are designed to communicate with the public and the media about the services and programs offered by Frederick County Government and the policies and statements of the BOCC. Press releases can be notification of upcoming events, statements of county officials, announcement of programs or notification to citizens and residents of emergencies within the county. Press releases will be handled differently based on the subject and nature of the release. Almost every broadcast or print editor prefers a press release or media advisory to explain a subject that a county division, department or agency would like to publicize. The release helps new assignment editors decide how to dispatch their reporters and helps the reporters better understand the subject. News releases should also be displayed on the county's website so county citizens receive first-hand knowledge about the services and programs the county has to offer.
2. It is important that all Frederick County divisions and departments generate positive interest from the media, as well as citizens, about the programs and services offered. Many news organizations, such as smaller newspapers, radio stations and wire services will use information in press releases and media advisories to fill their news holes. In addition, departments and agencies will be able to highlight their services on the county's website.
3. The PIO must be copied on all press releases and media advisories issued by county divisions and departments, especially those in public safety.
4. The PIO will e-mail releases and advisories to the appropriate news organization and place releases on the county's website.
5. Each division/department PIA should develop a media contact list that includes e-mail addresses and office numbers of media contacts.

#### K. How to Write a Press Release

1. All press releases, bulletins, news advisories and updates should be prepared on pre-determined "news release" masthead for each division/department.

2. In order to standardize press releases on the county's website and distribution to the media, the text of all releases will be written in the 12 point font of Times New Roman.
3. The Times New Roman font in size 14 point bold be will be used for headlines.
4. Since news organizations will be using press releases prepared by county departments and agencies, employees who prepare releases will follow the basic journalistic rules in constructing all releases. WHO, WHAT, WHEN, WHERE, WHY and HOW must be noted in all of the releases, preferably in the beginning of each release.
5. Releases should include, where possible, quotes from government officials. Never use jargon; always use words that are easily understood.
6. After approval of all releases by the division director or County Manager, the PIO or division/department PIA will transmit releases via e-mail and/or fax and post them on the county's website.

#### L. Interactive News Room

The PIO will attempt to use every form of technology to distribute information about Frederick County Government. This strategy gives the media and citizens notification of news events at about the same time. All press releases, other information and photographs will be displayed on the county's website.

#### M. E-mail Distribution Lists

All e-mail distribution lists utilized by the PIO are maintained in the Outlook folder titled, "Public Information Office." Each e-mail should contain the media list in the "to" section and all other lists (BOCC, County Manager's Office, elected officials, county organizational chart, PIO Committee and a list of others with an interest in county issues) should be included in the "bcc" section. This system is one way to make sure that not only the media, but also those involved actively with county issues are informed of county government activities.

#### N. Fax Machine Back-up to Distribution of Releases

As an emergency back-up system, all media fax numbers should be maintained on one designated fax machine. In case the county e-mail system is inoperable, all releases to the media will be sent via fax.



#### O. Webpage Operations

1. Releases to the media and other information of interest to Frederick County citizens that are generated by the PIO and other county divisions and departments will be posted on the county's website, either as a "news flash" or on the division/department website.
2. Each division/department director is responsible for approving changes and additions to his or her respective websites. The PIO will monitor website additions and offer advice on improving the appearance and or presentation of the website.
3. Public safety agencies that have the authority to release breaking news may post releases and photographs without prior approval by the PIO, but must follow their division procedures for approval.

#### P. Maryland Public Information Act (MPIA) Media Requests

1. The laws governing the Frederick County Government are designed to protect the rights of citizens to public information and privacy. The MPIA provides all citizens the right to request any record maintained and under the control of Frederick County Government while the law also gives options in many cases to withhold information.
2. Members of the media use this law to receive information about the way government works and to confirm information they may have already received through other sources. It is always in the best interest of the government to accommodate all requests from the media and the public. These procedures concern only written MPIA requests from the media.
3. All written MPIA requests from members of the media must be sent through the County Attorney's Office. The PIO and/or County Attorney will notify the County Manager of the nature of the request.
4. The County Attorney's Office will respond to all media MPIA requests and determine if the information requested may be released. The County Attorney will authorize release of the public information request.

#### Q. Public Safety and Emergency Operation Plans

Frederick County Government has developed an Emergency Operations Plan (EOP) that addresses how the county will respond to every emergency. During such emergencies, the public must receive a continual flow of accurate and timely information. Public safety agencies have procedures in place to disseminate the flow of information for all threat levels. The following guidelines apply:

1. The EOP says the Director of the Emergency Management Division, Incident Commander or the field level PIO will release information based on the facts of the incident.
2. The field level PIO comes from the ranks of the Sheriff's Office, Fire/Rescue, Health and other divisions and departments depending on the type of incident. Upon notification of a potential emergency/disaster situation, the involved division and department will adopt an increased readiness posture by providing information alerts for the public as appropriate.
3. The division, departments and agencies will review appropriate plans, guidelines and checklists and coordinate emergency public information with the Emergency Management Division, the PIO, County Manager's Office, and other appropriate local, state and federal agencies. The PIO will provide support to the Incident Commander.
4. If multiple divisions and departments are involved in responding to an incident, the county's Director of the Emergency Management Division will determine whether a Joint Information Center (JIC) will be formed. The Unified Commander and the Director of Emergency Management Division will designate the lead PIO for the JIC.
5. The Director of the Emergency Management Division or his/her designee will respond to the county's Emergency Operations Center at the Emergency Services Building located at 340 Montevue Lane, when required. The PIO will respond to the location of the BOCC at Winchester Hall or Emergency Operations Center, when appropriate.
6. The PIO will coordinate the flow of information from all county divisions, departments and agencies, excluding public safety agencies, and provide that information to the Incident Commander. The PIO will keep in contact with the County Manager and Director of the Emergency Management Division to assist in the coordination with the Emergency Operations Center of any statements, press conferences or press releases of the BOCC.

#### R. Seat of Government

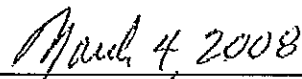
In the event of civil emergency or terrorist attack, county government must continue to operate. The seat of government is in the Winchester Hall building in Frederick City. If that building is not available, the first alternate location site will be used. The Director of the Management Services Division, Assistant County Manager and Director of the Emergency Management Division will handle coordination to the alternate site.

S. Inclement Weather Conditions (Refer to Inclement Weather Policy #07-03)

During snow, ice storms or other inclement weather incidents that may affect normal operations of Frederick County Government, the PIO will consult with the BOCC President, the County Manager and the Superintendent of Highway Operations in order to make a determination if the weather conditions warrant changes to normal county government schedules.

Once a decision has been made regarding Frederick County Government schedules, the PIO will follow the established Inclement Weather Policy (#07-03) in notifying the County Manager, the Assistant County Manager and the media with the updated county government schedules.

  
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Ronald A. Hart, County Manager

  
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Effective Date

# Housing and Community Development Services for Synergies Committee - June 17, 2011

HACF: Housing Authority of City of Frederick - non-profit  
 FCAA - CITY: Frederick Community Action Agency - City Government  
 FCDHCD: Frederick County Dept of Housing & Community Development - County Government  
 CITY PLNG CD: City Planning and Community Development - City Government

Subsidized Housing		Homebuyer Down Payment & Settlement Assistance		Housing Rehabilitation		Housing Development Programs	
Program	Agency Responsible	Program	Agency Responsible	Program	Agency Responsible	Program	Agency Responsible
Housing Choice Voucher Program (Section 8 subsidies)	HACF - direct federal	HOME Initiatives	FCDHCD	Special Loans Programs (state & federal)	FCDHCD	County Loan Portfolio	FCDHCD
	FCDHCD - state subcontractor				CITY PLNG CD		
Public Housing (Units)	HACF	CPIP	FCDHCD	Operation Rehab (CDBG)	FCAA - CITY for WAP	MDPU	FCDHCD
			FCAA - CITY		CITY PLNG CD		FCAA - CITY
Bell Court (Units)	FCDHCD	House Kyes 4 Employees FC Human Resources (defunded FY11)	FCAA - CITY	Other Rehabilitation Related:		Impact Fee Exemption	FCDHCD
Project-Based Section 8 (Units)	FCAA - CITY						
Special Needs Housing First	FCAA - CITY						
Rental Assistance Program & Homeless Prevention RP	FCDHCD						
		Hope VI	HACF	Weatherization	FCAA - CITY	Deferred Loan Program	FCDHCD
		Sold on Frederick II (CDBG)	CITY PLNG CD	Sustainability	FC OES	Payment in Lieu of Taxes	FCDHCD

# Housing and Community Development Services for Synergies Committee - June 17, 2011

Housing Counseling		Code Enforcement	
Program	Agency Responsible	Program	Agency Responsible
Housing Counseling	FCAA - CITY	County Livability Code (complaint based - tenant/landlord)	FCDHCD
Mortgage Default	FCAA - CITY		
First Time Home Buyer (pre-ownership)	FCAA - City HACF	City Code (complaint based - rental & home ownership)	CITY PLNG CD

Community Development		Grant Administration to Address Homelessness (pass thru to other providers)		
Program	Agency Responsible	Program	Agency Responsible	Sub Agency
Community Development Block Grant (CDBG - federal entitlement grant) - grants to local non profits	CITY PLNG CD	Service Linked Housing Programs (state)	FCDHCD:	FCAA - CITY
CDBG (non - entitlement) - FC municipalities may seek	State of MD -			Advocates
		Emergency Shelters Grants*	FCDHCD:	~ Heartly House ~Advocates for Homeless Families ~FCAA - CITY
			FCAA - CITY:	~Religious Coalition
		*Emergency Shelters Grants have funder caveats regarding maximum allowances/caps of fundign to agreement for two local entities to apply/grantee/administrator which led to long ago local separately to draw more funds into our community.		